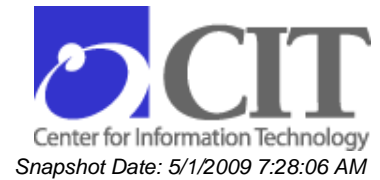


Customer Service Report for HSB

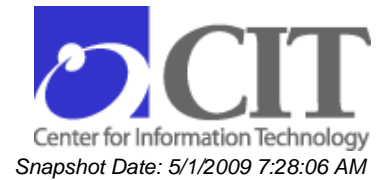
For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Accounts											
Account Lockout	1	0	0	0	0	0	0	0	1	0	3
Edit Account	1	0	0	0	0	0	0	0	1	0	8
General Info	1	0	0	0	0	0	0	0	1	0	5
Application Support											
COTS- Other/Troubleshoot	1	1	0	0	1	0	0	0	1	0	2
Database Development	1	0	0	0	0	1	0	0	0	0	0
SERCH-Other	0	0	0	1	0	0	0	0	1	0	0
Sharepoint-General Information	1	0	0	0	0	0	0	0	1	0	8
Sharepoint- License/Purchase	1	0	0	0	0	0	0	0	1	0	9
Sharepoint- Troubleshoot	2	0	0	0	0	0	0	0	2	0	6
Specialized Application	1	0	0	0	0	0	0	0	1	0	5
ASR											
Oracle	0	0	0	40	0	3	0	0	37	0	0
Other	0	0	0	123	0	15	0	0	108	0	0
SQL	0	0	0	14	0	5	0	0	9	0	0
Unix	0	0	0	280	0	41	0	0	239	0	0
Windows	0	2	0	78	0	7	0	0	73	0	1
Back Office Support											
Active Directory	0	1	0	0	0	0	0	0	0	1	4
Backup/Restore	6	0	0	2	0	0	0	0	8	0	15
Configuration	0	2	0	0	0	0	0	1	1	0	8
Create Server Service	1	0	0	0	0	0	0	0	1	0	6
Permissions/Shares	11	0	0	1	0	4	0	0	8	0	4
Web Hosting	1	0	0	0	0	0	0	0	1	0	7

Customer Service Report for HSB

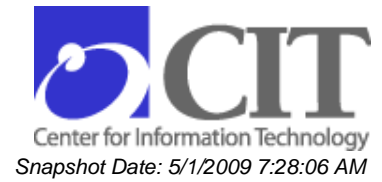
For the period: Wednesday, April 01, 2009 12:00:00 AM to Thursday, April 30, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
CC Technical Operations											
CITRIX-Troubleshoot	1	0	0	0	0	1	0	0	0	0	0
CIT Categories											
Web Site Issue	1	0	0	0	0	0	0	0	1	0	17
CIT Categories-General Information											
General Info	0	0	0	1	0	0	0	0	1	0	30
Connectivity											
TCP/IP	0	11	0	0	0	0	6	0	0	5	0
Email											
Exchange Email	0	2	0	0	0	0	0	2	0	0	10
MS Outlook	1	0	0	1	0	0	0	0	2	0	15
General Information											
Inquiry	4	0	0	0	0	1	0	0	3	0	4
Hardware											
Desktop/Troubleshoot	0	2	0	0	0	0	0	2	0	0	20
Printers/Config/Setup	2	0	0	0	0	1	0	0	1	0	23
Printers/Maint	1	0	0	0	0	0	0	0	1	0	15
Scanners/Config/Setup	1	0	0	0	0	0	0	0	1	0	80
Servers/Troubleshoot	1	0	0	0	0	0	0	0	1	0	14
Local LAN											
LocalLAN/Connectivity	2	0	0	0	0	0	0	0	2	0	2
LocalLAN/General Info	0	1	0	0	0	0	0	0	0	1	0
NIH Services											
Other	1	0	0	0	0	0	0	0	1	0	11
NIHnet											
Maintenance-Bldg 12 Data Center	0	3	0	0	0	0	2	0	0	1	0
Network Sec-Firewall	0	5	0	0	0	0	4	0	0	1	0

Customer Service Report for HSB

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	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Security											
General Info	1	0	0	0	0	0	0	0	1	0	5
Web Site Issue (non-CIT)											
Inaccessible	1	0	0	0	0	0	0	0	1	0	8
Other	4	0	0	0	0	0	0	0	4	0	7
Grand Total:	50	30	0	541	1	79	12	5	515	9	1

Total Tickets Closed:	529
Total Tickets Assigned/Pending/Checked Out:	92
Total Tickets Created:	621